

FSD1316

**Use of Online Services and Information
Technology in Tampere 2003**

Codebook



FINNISH SOCIAL SCIENCE DATA ARCHIVE

The bibliographic citation for this codebook:

Use of Online Services and Information Technology in Tampere 2003 [codebook]. Finnish Social Science Data Archive [producer and distributor], 2018.

This codebook has been generated from the version 2.0 (13.7.2018) of the data.

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To the reader

This codebook is part of the data FSD1316 archived at the FSD (Finnish Social Science Data Archive). The dataset has been described in as much detail as possible in Finnish and English. Variable frequencies, variable and value labels, and missing values have been checked. If necessary, the data have been anonymised. The data and its creators shall be cited in all publications and presentations for which the data have been used. The bibliographic citation may be in the form suggested by the archive or in the form required by the publication. The bibliographic citation suggested by the archive:

Taloustutkimus & City of Tampere: Use of Online Services and Information Technology in Tampere 2003 [dataset]. Version 2.0 (2018-07-13). Finnish Social Science Data Archive [distributor]. <http://urn.fi/urn:nbn:fi:fsd:T-FSD1316>

The user shall notify the archive of all publications where she or he has used the data. The original data creators and the archive bear no responsibility for any results or interpretations arising from the reuse of the data.

The codebook contains information on data content, structure and data collection, and includes a list of publications wholly or in part based on the data, according to publication information received by the FSD. The second part of the codebook contains information on variables: question texts, response options, and frequencies. The third part contains indexes.

Variable distributions presented in this codebook have been generated from the SPSS files. Distribution tables present variable values, frequencies (n), frequency percentages (%), and valid percentages (v. %) which take into account missing data. All distributions are unweighted. If the data contain weight variables, these will be found at the end of the variables list. In some cases frequency distributions have been substituted by descriptive statistics. Categorised responses to open-ended questions are not always included in the codebook. Distributions may contain missing data. The note "System missing (SYSMIS)" refers to missing observations (e.g. a respondent has not answered all questions) whereas "Missing (User missing)" refers to data the user has defined as missing. For example, the user may decide to code answer alternatives 'don't want to say' or 'can't say' as missing data.

The codebook may contain attached files, the most common one being the questionnaire.

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Chapter 1

Study description

1.1 Titles

Titles and data version: Use of Online Services and Information Technology in Tampere 2003

Titles and data version in Finnish: Verkkopalvelujen ja tietotekniikan käyttö Tampereella 2003

Alternative title: eTampere / Infocity 2003

This codebook has been generated from the version 2.0 (13.7.2018) of the data.

1.2 Subject description

Authoring entity

Taloustutkimus
City of Tampere

Copyright statement for the data

According to the agreement between FSD and the depositor.

Depositor

Seppälä, Jari (City of Tampere)

Date of deposit

4.2.2004

Keywords

computers; electronic mail; information needs; information society; Internet; mobile phones; online services; public services

Topic Classification

Fields of Science Classification: natural sciences; social sciences

CESSDA Classification: information society (including Internet use)

Series description

The data belong to the series:

Use of Online Services and Information Technology in Tampere

This survey series forms part of the Infocity programme, which itself was a sub-programme of the eTampere programme (2001-2005). The Infocity programme aimed at promoting and developing online services for the citizens of Tampere (Finland). The surveys chart respondents' (aged between 15 and 74) use of information technology, the Internet and online services in Tampere. The surveys were carried out every year from 2000 to 2005 by Taloustutkimus.

Abstract

Survey respondents were residents of the City of Tampere (Finland). Questions covered their access to mobile phone, PC, e-mail or Internet. Respondents with Internet access were asked about the location, frequency, duration and purpose of their Internet use. They also assessed their own information needs concerning computers and information network. Internet users' familiarity with the City of Tampere website was surveyed. Views were probed on what kind of information, entertainment, services, participation opportunities etc. they would like to access through the city's web pages.

All respondents were asked whether Tampere should concentrate on improving its traditional services, all-purpose one-stop shops, phone services or online services (E-government systems, e-services). Familiarity with eTampere programme was charted. Background variables included respondent's sex, postal code area, age group, basic education, employment status and household composition.

1.3 Structure and collection of the data

Country: Finland

Geographic coverage: Finland, Tampere

Analysis or observation unit type: Individual

Universe: People aged 15-74 living in Tampere

Collection date: October 2003

Data collector(s): Taloustutkimus

Data producer(s): City of Tampere

Mode of data collection: Telephone interview: Computer-assisted (CATI)

Type of research instrument: Structured questionnaire

Time period covered: 2003

Time method of the data collection: Longitudinal: Trend/Repeated cross-section

Number of variables and cases: The data contain 49 variables and 502 cases.

Sampling procedure: Non-probability: Quota

Quota sampling based on the age, sex and postal code distributions of citizens of Tampere.

1.4 Use of data

Data appraisal

The data do not contain answers to the open-ended questions 14, 16 and 17 nor to "Other, what" type of open-ended question categories.

Related publications

eTampere / Infocity 2003: lokakuu 2003: (2003) [verkkodokumentti]. Tampere: Tampereen kaupunki & Helsinki: Taloustutkimus. <http://www.tampere.fi/tiedostot/4UfZvYugV/ictutkimus03.pdf> [viitattu 16.2.2004].

Updated list of publications in the study description at

https://services.fsd.uta.fi/catalogue/FSD1316?lang=en&study_language=en

Location of the data collection

Finnish Social Science Data Archive

Weighting

The data contain weight variables which weight to population distributions by three areas of Tampere (Centre, East Tampere and West Tampere), age groups (15-34, 35-49, 50-74) and gender. With the weight variable, the sample is representative of all citizens in Tampere.

Restrictions

The dataset is (B) available for research, teaching and study.

Chapter 2

Variables

[FSD_NO] FSD study number

Question

FSD study number

Descriptive statistics

statistic	value
number of valid cases	502
minimum	1316.00
maximum	1316.00
mean	1316.00
standard deviation	0.00

[FSD_VR] FSD edition number

Question

FSD edition number

Descriptive statistics

statistic	value
number of valid cases	502
minimum	2.00
maximum	2.00
mean	2.00
standard deviation	0.00

[FSD_ID] FSD case id

Question

FSD case id

Descriptive statistics

statistic	value
number of valid cases	502
minimum	1.00
maximum	502.00
mean	251.50
standard deviation	145.06

[BV1] Respondent's gender

Question

Respondent's gender

Frequencies

label	value	n	%	v. %
Male	1	246	49.0	49.0
Female	2	256	51.0	51.0
		502	100.0	100.0

[BV2] Respondent's postal code area

Question

Respondent's postal code area

Frequencies

label	value	n	%	v. %
Central Tampere	1	86	17.1	17.1
Western suburbs of Tampere	2	109	21.7	21.7
Eastern suburbs of Tampere	3	307	61.2	61.2
		502	100.0	100.0

[BV3] Respondent's age group**Question***Respondent's age group***Frequencies**

label	value	n	%	v. %
15-24	1	92	18.3	18.3
25-34	2	103	20.5	20.5
35-49	3	137	27.3	27.3
50-64	4	118	23.5	23.5
65-74	5	52	10.4	10.4
		502	100.0	100.0

[Q1] Do you own/use a mobile phone?**Question***Do you own/use a mobile phone?***Frequencies**

label	value	n	%	v. %
Yes	1	463	92.2	92.2
No	2	39	7.8	7.8
(Can't say)	3	0	0.0	0.0
		502	100.0	100.0

[Q2_1] Do you use a PC? At home**Question***Do you use a PC? At home***Frequencies**

label	value	n	%	v. %
Not mentioned	0	158	31.5	31.5
Mentioned	1	344	68.5	68.5
		502	100.0	100.0

[Q2_2] Do you use a PC? At work

Question

Do you use a PC? At work

Frequencies

label	value	n	%	v. %
Not mentioned	0	278	55.4	55.4
Mentioned	1	224	44.6	44.6
		502	100.0	100.0

[Q2_3] Do you use a PC?At school

Question

Do you use a PC?At school

Frequencies

label	value	n	%	v. %
Not mentioned	0	421	83.9	83.9
Mentioned	1	81	16.1	16.1
		502	100.0	100.0

[Q2_4] Do you use a PC? Somewhere else

Question

Do you use a PC? Somewhere else

Frequencies

label	value	n	%	v. %
Not mentioned	0	474	94.4	94.4
Mentioned	1	28	5.6	5.6
		502	100.0	100.0

[Q2_5] I do not use a PC**Question***I do not use a PC***Frequencies**

label	value	n	%	v. %
Not mentioned	0	394	78.5	78.5
Mentioned	1	108	21.5	21.5
		502	100.0	100.0

[Q3] Do you have an e-mail address**Question***Do you have an e-mail address***Frequencies**

label	value	n	%	v. %
Yes	1	361	71.9	71.9
No	2	139	27.7	27.7
(Can't say)	3	2	0.4	0.4
		502	100.0	100.0

[Q4] Do you have access to the Internet?**Question***Do you have access to the Internet?***Frequencies**

label	value	n	%	v. %
Yes	1	374	74.5	74.5
No	2	128	25.5	25.5
(Can't say)	3	0	0.0	0.0
		502	100.0	100.0

[Q5_1] (IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At home**Question**

(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At home

Frequencies

label	value	n	%	v. %
Not mentioned	0	220	43.8	43.8
Mentioned	1	282	56.2	56.2
		502	100.0	100.0

[Q5_2] (IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At work**Question**

(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At work

Frequencies

label	value	n	%	v. %
Not mentioned	0	321	63.9	63.9
Mentioned	1	181	36.1	36.1
		502	100.0	100.0

[Q5_3] (IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At school or other educational institution**Question**

(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At school or other educational institution

Frequencies

label	value	n	%	v. %
Not mentioned	0	435	86.7	86.7
Mentioned	1	67	13.3	13.3

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label	value	n	%	v. %
		502	100.0	100.0

[Q5_4] (IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At a public library

Question

(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At a public library

Frequencies

label	value	n	%	v. %
Not mentioned	0	482	96.0	96.0
Mentioned	1	20	4.0	4.0
		502	100.0	100.0

[Q5_5] (IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At the home of a relative/friend

Question

(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At the home of a relative/friend

Frequencies

label	value	n	%	v. %
Not mentioned	0	480	95.6	95.6
Mentioned	1	22	4.4	4.4
		502	100.0	100.0

[Q5_6] (IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? Somewhere else

Question

(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? Somewhere else

Frequencies

label	value	n	%	v. %
Not mentioned	0	500	99.6	99.6
Mentioned	1	2	0.4	0.4
		502	100.0	100.0

[Q6] (IF HAS INTERNET CONNECTION AT HOME) What type of Internet connection do you have in your home?**Question**

(IF HAS INTERNET CONNECTION AT HOME) What type of Internet connection do you have in your home?

Frequencies

label	value	n	%	v. %
Modem (dial-up connection)	1	143	28.5	50.7
ISDN (dial-up connection)	2	10	2.0	3.5
Broadband connection (ADSL)	3	67	13.3	23.8
Cable modem	4	31	6.2	11.0
Wireless (GSM, GPRS, W-LAN)	5	11	2.2	3.9
Other, please specify	6	9	1.8	3.2
Can't say	7	11	2.2	3.9
System missing (SYSMIS)	.	220	43.8	—
		502	100.0	100.0

[Q7] (IF HAS ACCESS TO THE INTERNET) How often do you use the Internet?**Question**

(IF HAS ACCESS TO THE INTERNET) How often do you use the Internet?

Frequencies

label	value	n	%	v. %
Can't say	0	3	0.6	0.8
More seldom	1	5	1.0	1.3
About once a month	2	6	1.2	1.6

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label	value	n	%	v. %
About 2-3 times a month	3	15	3.0	4.0
About 1-2 days a week	4	51	10.2	13.6
About 3-4 days a week	5	49	9.8	13.1
Daily or almost daily (at least 20 days a month)	6	245	48.8	65.5
System missing (SYSMIS)	.	128	25.5	–
		502	100.0	100.0

[Q8_1] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Accessing municipal services

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Accessing municipal services

Frequencies

label	value	n	%	v. %
Not mentioned	0	310	61.8	61.8
Mentioned	1	192	38.2	38.2
		502	100.0	100.0

[Q8_2] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Receiving and sending e-mails

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Receiving and sending e-mails

Frequencies

label	value	n	%	v. %
Not mentioned	0	171	34.1	34.1
Mentioned	1	331	65.9	65.9
		502	100.0	100.0

[Q8_3] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Chatting or IRC**Question**

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Chatting or IRC

Frequencies

label	value	n	%	v. %
Not mentioned	0	455	90.6	90.6
Mentioned	1	47	9.4	9.4
		502	100.0	100.0

[Q8_4] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Making telephone calls over the Internet**Question**

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Making telephone calls over the Internet

Frequencies

label	value	n	%	v. %
Not mentioned	0	491	97.8	97.8
Mentioned	1	11	2.2	2.2
		502	100.0	100.0

[Q8_5] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Downloading programs and files**Question**

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Downloading programs and files

Frequencies

label	value	n	%	v. %
Not mentioned	0	315	62.7	62.7
Mentioned	1	187	37.3	37.3
		502	100.0	100.0

[Q8_6] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Working from home

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Working from home

Frequencies

label	value	n	%	v. %
Not mentioned	0	392	78.1	78.1
Mentioned	1	110	21.9	21.9
		502	100.0	100.0

[Q8_7] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Online shopping

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Online shopping

Frequencies

label	value	n	%	v. %
Not mentioned	0	379	75.5	75.5
Mentioned	1	123	24.5	24.5
		502	100.0	100.0

[Q8_8] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Surfing or browsing for recreation

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Surfing or browsing for recreation

2. Variables

Frequencies

label	value	n	%	v. %
Not mentioned	0	225	44.8	44.8
Mentioned	1	277	55.2	55.2
		502	100.0	100.0

[Q8_9] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Finding information using search engines

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Finding information using search engines

Frequencies

label	value	n	%	v. %
Not mentioned	0	159	31.7	31.7
Mentioned	1	343	68.3	68.3
		502	100.0	100.0

[Q8_10] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Following news/news groups

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Following news/news groups

Frequencies

label	value	n	%	v. %
Not mentioned	0	348	69.3	69.3
Mentioned	1	154	30.7	30.7
		502	100.0	100.0

[Q8_11] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Online banking services

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Online banking services

Frequencies

label	value	n	%	v. %
Not mentioned	0	206	41.0	41.0
Mentioned	1	296	59.0	59.0
		502	100.0	100.0

[Q8_12] (IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Studying using the web

Question

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Studying using the web

Frequencies

label	value	n	%	v. %
Not mentioned	0	391	77.9	77.9
Mentioned	1	111	22.1	22.1
		502	100.0	100.0

[Q9] (IF HAS ACCESS TO THE INTERNET) Have you visited the website of the City of Tampere?

Question

(IF HAS ACCESS TO THE INTERNET) Have you visited the website of the City of Tampere?

Frequencies

label	value	n	%	v. %
Yes	1	327	65.1	87.4

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
No	2	46	9.2	12.3
(Can't say)	3	1	0.2	0.3
System missing (SYSMIS)	.	128	25.5	–
		502	100.0	100.0

[Q10] (IF HAS VISITED THE TAMPERE WEBSITE) How often have you visited the website of the City of Tampere?

Question

(IF HAS VISITED THE TAMPERE WEBSITE) How often have you visited the website of the City of Tampere?

Frequencies

label	value	n	%	v. %
Can't say	0	0	0.0	0.0
More seldom	1	133	26.5	40.7
About once a month	2	75	14.9	22.9
About 2-3 times a month	3	34	6.8	10.4
About 1-2 days a week	4	54	10.8	16.5
About 3-4 days a week	5	19	3.8	5.8
Daily or almost daily (at least 20 days a month)	6	12	2.4	3.7
System missing (SYSMIS)	.	175	34.9	–
		502	100.0	100.0

[Q11_1] (IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Entertainment

Question

(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Entertainment

Frequencies

label	value	n	%	v. %
Not at all interested	1	97	19.3	26.1
Not very interested	2	120	23.9	32.3

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(cont. from previous page)

label	value	n	%	v. %
Interested	3	114	22.7	30.6
Very interested	4	41	8.2	11.0
System missing (SYSMIS)	.	130	25.9	–
		502	100.0	100.0

[Q11_2] (IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Online municipal services

Question

(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Online municipal services

Frequencies

label	value	n	%	v. %
Not at all interested	1	45	9.0	12.1
Not very interested	2	106	21.1	28.5
Interested	3	130	25.9	34.9
Very interested	4	91	18.1	24.5
System missing (SYSMIS)	.	130	25.9	–
		502	100.0	100.0

[Q11_3] (IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Information about municipal decision-making and decisions

Question

(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Information about municipal decision-making and decisions

Frequencies

label	value	n	%	v. %
Not at all interested	1	69	13.7	18.5
Not very interested	2	152	30.3	40.9

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
Interested	3	102	20.3	27.4
Very interested	4	49	9.8	13.2
System missing (SYSMIS)	.	130	25.9	–
		502	100.0	100.0

[Q11_4] (IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Information about local events

Question

(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Information about local events

Frequencies

label	value	n	%	v. %
Not at all interested	1	30	6.0	8.0
Not very interested	2	69	13.7	18.5
Interested	3	158	31.5	42.4
Very interested	4	116	23.1	31.1
System missing (SYSMIS)	.	129	25.7	–
		502	100.0	100.0

[Q11_5] (IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Opportunities to participate

Question

(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Opportunities to participate

Frequencies

label	value	n	%	v. %
Not at all interested	1	77	15.3	20.8
Not very interested	2	158	31.5	42.6

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(cont. from previous page)

label	value	n	%	v. %
Interested	3	110	21.9	29.6
Very interested	4	26	5.2	7.0
System missing (SYSMIS)	.	131	26.1	–
		502	100.0	100.0

[Q12] Which services should the City of Tampere develop as the first priority?

Question

Which services should the City of Tampere develop as the first priority?

Frequencies

label	value	n	%	v. %
Municipal services offered in municipal offices	1	177	35.3	35.3
Municipal services offered in one-stop shops	2	44	8.8	8.8
Phone services	3	29	5.8	5.8
Internet services	4	180	35.9	35.9
Can't say	5	72	14.3	14.3
		502	100.0	100.0

[Q13] Do you feel you need computer or information network training?

Question

Do you feel you need computer or information network training?

Frequencies

label	value	n	%	v. %
Yes	1	166	33.1	33.1
No	2	334	66.5	66.5
(Can't say)	3	2	0.4	0.4
		502	100.0	100.0

[Q15] Are you familiar with the eTampere programme?

Question

Are you familiar with the eTampere programme?

2. Variables

Frequencies

label	value	n	%	v. %
Yes	1	337	67.1	67.1
No	2	160	31.9	31.9
(Can't say)	3	5	1.0	1.0
		502	100.0	100.0

[BV4] Respondent's economic activity

Question

Respondent's economic activity

Frequencies

label	value	n	%	v. %
Farmer	1	1	0.2	0.2
Worker	2	105	20.9	20.9
Other employee	3	150	29.9	29.9
Upper-level employee in a managerial position	4	24	4.8	4.8
Self-employed, entrepreneur	5	30	6.0	6.0
Housewife	6	12	2.4	2.4
Student	7	85	16.9	16.9
Pensioner	8	74	14.7	14.7
Unemployed	9	14	2.8	2.8
Other	10	7	1.4	1.4
		502	100.0	100.0

[BV5] Respondent's education

Question

Respondent's education

Frequencies

label	value	n	%	v. %
Primary or lower secondary education	1	104	20.7	20.7
Upper secondary education (vocational)	2	122	24.3	24.3
Upper secondary education (general)	3	65	12.9	12.9
Vocational college or polytechnic	4	117	23.3	23.3

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label	value	n	%	v. %
University education	5	94	18.7	18.7
		502	100.0	100.0

[BV6] Household composition**Question***Household composition***Frequencies**

label	value	n	%	v. %
One person household	1	88	17.5	17.5
Married/cohabiting couple with no children	2	140	27.9	27.9
Other type of adult household (all members aged over 18)	3	79	15.7	15.7
Family with children	4	195	38.8	38.8
		502	100.0	100.0

[BV7] Number of persons in the household (including the respondent)**Question***Number of persons in the household (including the respondent)***Descriptive statistics**

statistic	value
number of valid cases	414
minimum	1.00
maximum	10.00
mean	2.98
standard deviation	1.22

[PAINO] Weight variable**Question***Weight variable*

2. Variables

Descriptive statistics

statistic	value
number of valid cases	502
minimum	205.40
maximum	426.40
mean	297.59
standard deviation	59.97

Chapter 3

Indexes

3.1 Variables in the order of occurrence

FSD study number [FSD_NO]	5
FSD edition number [FSD_VR]	5
FSD case id [FSD_ID]	6
Respondent's gender [BV1]	6
Respondent's postal code area [BV2]	6
Respondent's age group [BV3]	7
Do you own/use a mobile phone? [Q1]	7
Do you use a PC? At home [Q2_1]	7
Do you use a PC? At work [Q2_2]	8
Do you use a PC?At school [Q2_3]	8
Do you use a PC? Somewhere else [Q2_4]	8
I do not use a PC [Q2_5]	9
Do you have an e-mail address [Q3]	9
Do you have access to the Internet? [Q4]	9
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At home [Q5_1]	10
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At work [Q5_2]	10
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At school or other educational institution [Q5_3]	10
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At a public library [Q5_4]	11
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At the home of a relative/friend [Q5_5]	11

3. Indexes

(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? Somewhere else [Q5_6]	11
(IF HAS INTERNET CONNECTION AT HOME) What type of Internet connection do you have in your home? [Q6]	12
(IF HAS ACCESS TO THE INTERNET) How often do you use the Internet? [Q7]	12
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Accessing municipal services [Q8_1]	13
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Receiving and sending e-mails [Q8_2]	13
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Chatting or IRC [Q8_3]	14
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Making telephone calls over the Internet [Q8_4]	14
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Downloading programs and files [Q8_5]	14
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Working from home [Q8_6]	15
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Online shopping [Q8_7]	15
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Surfing or browsing for recreation [Q8_8]	15
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Finding information using search engines [Q8_9]	16
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Following news/news groups [Q8_10]	16
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Online banking services [Q8_11]	17
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Studying using the web [Q8_12]	17
(IF HAS ACCESS TO THE INTERNET) Have you visited the website of the City of Tampere? [Q9]	17
(IF HAS VISITED THE TAMPERE WEBSITE) How often have you visited the website of the City of Tampere? [Q10]	18
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Entertainment [Q11_1]	18
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Online municipal services [Q11_2]	19
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Information about municipal decision-making and decisions [Q11_3]	19

(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Information about local events [Q11_4]	20
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Opportunities to participate [Q11_5]	20
Which services should the City of Tampere develop as the first priority? [Q12]	21
Do you feel you need computer or information network training? [Q13]	21
Are you familiar with the eTampere programme? [Q15]	21
Respondent's economic activity [BV4]	22
Respondent's education [BV5]	22
Household composition [BV6]	23
Number of persons in the household (including the respondent) [BV7]	23
Weight variable [PAINO]	23

3.2 Variables in alphabetical order

Are you familiar with the eTampere programme?	21
Do you feel you need computer or information network training?	21
Do you have access to the Internet?	9
Do you have an e-mail address	9
Do you own/use a mobile phone?	7
Do you use a PC? At home	7
Do you use a PC? At work	8
Do you use a PC? Somewhere else	8
Do you use a PC?At school	8
FSD case id	6
FSD edition number	5
FSD study number	5
Household composition	23
I do not use a PC	9
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Accessing municipal services	13
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Chatting or IRC	14
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Downloading programs and files	14
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Finding information using search engines	16
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Following news/news groups	16
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Making telephone calls over the Internet	14
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Online banking services	17
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Online shopping	15
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Receiving and sending e-mails	13
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Studying using the web	17
(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Surfing or browsing for recreation	15

(IF HAS ACCESS TO THE INTERNET) For what purposes do you use the Internet: Working from home	15
(IF HAS ACCESS TO THE INTERNET) Have you visited the website of the City of Tampere?	17
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Entertainment	18
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Information about local events	20
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Information about municipal decision-making and decisions	19
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Online municipal services	19
(IF HAS ACCESS TO THE INTERNET) How interested would you be to find the following on the Tampere website: Opportunities to participate	20
(IF HAS ACCESS TO THE INTERNET) How often do you use the Internet?	12
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At a public library	11
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At school or other educational institution	10
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At the home of a relative/friend	11
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At work ..	10
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? Somewhere else	11
(IF HAS INTERNET CONNECTION AT HOME) What type of Internet connection do you have in your home?	12
(IF HAS VISITED THE TAMPERE WEBSITE) How often have you visited the website of the City of Tampere?	18
Number of persons in the household (including the respondent)	23
Respondent's age group	7
Respondent's economic activity	22
Respondent's education	22
Respondent's gender	6
Respondent's postal code area	6
Weight variable	23
Which services should the City of Tampere develop as the first priority?	21
(IF HAS ACCESS TO THE INTERNET) Where do you usually use the Internet? At home	10

Appendix A

Questionnaire in Finnish

KYSELYLOMAKE

Tämä kyselylomake on osa Yhteiskuntatieteelliseen tietoaarkistoon arkistoitua tutkimusaineistoa

FSD1316 Verkkopalvelujen ja tietotekniikan käyttö Tampereella 2003

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

Lisätiedot: <http://www.fsd.uta.fi/>

QUESTIONNAIRE

This questionnaire is part of the following dataset, archived at the Finnish Social Science Data Archive:

FSD1316 Use of Online Services and Information Technology in Tampere 2003

If this questionnaire is used or referred to in any publication, the source must be acknowledged by means of an appropriate bibliographic citation.

More information: <http://www.fsd.uta.fi/>

KYSYMYSLÖMAKE

KYSYMYKSET**Kiintiöntikysymykset****MERKITSE SUKUPUOLI**

- 1 Mies
- 2 Nainen

postinumeroalue

- 1 Keskusta (33100, 33200, 33210, 33180, 33230)
- 2 Länsi-Tampere (33240, 33250, 33270, 33300, 33330, 33340, 33310, 33420, 33400, 33410)
- 3 Itä-Tampere (33500, 33520, 33530, 33540, 33560, 33580, 33610, 33680, 33700, 33710, 33720, 33730, 33800, 33820, 33840, 33850, 33900, 34240,34260,34270)

Ikäryhmä

- 1 15-24
- 2 25-34
- 3 35-49
- 4 50-64
- 5 65-74

kysymykset

1. Onko teillä käytössänne matkapuhelin?

- 1 Kyllä
- 2 Ei
- 3 (EOS)

2. Onko teillä käytössänne mikrotietokone? LUETTELE, 1-3 MULTI

- 1 Kotona
- 2 Työpaikalla
- 3 Koulussa
- 4 Muualla
- 5 Ei ole käytössä mikrotietokonetta

3. Onko teillä käytössänne sähköpostiosoite?

- 1 Kyllä
- 2 Ei
- 3 (EOS)

4. Onko teillä käytössänne internetyhteys?

1. Kyllä
2. Ei
3. (EOS)

JOS KÄYTÖSSÄ INTERNET-YHTEYS

5. Missä yleensä käytätte internetiä? LUETTELE TARVITTAESSA, MULTI

1. Kotona
2. Töissä
3. Koulussa/ opiskelupaikalla
4. Kirjastossa
5. Sukulaisen/tuttavan luona
6. muualla

NE, JOILLA KOTONA INTERNETYHTEYS

6. Onko nykyinen kotinne Internet-yhteys modeemi, ISDN, ADSL, kaapelimodeemi vai langaton liittymä?

(HAASTATTELIJA HUOM. LANGATON ON GSM, GPRS TAI W-LAN)

- 1 modeemi
- 2 ISDN
- 3 ADSL
- 4 kaapelimodeemi
- 5 langaton (GSM, GPRS, W-LAN)
- 6 Muu, mikä?
- 7 EOS

JOS KÄYTÖSSÄ INTERNET-YHTEYS

7. Kuinka usein olette yhteydessä internettiin? LUETTELE TARVITTAESSA

6. Päivittäin tai lähes päivittäin (väh. 20 pv/kk)
5. n. 3-4 päivänä viikossa
4. n. 1-2 päivänä viikossa
3. 2-3 kertaa kuukaudessa
2. Noin kerran kuukaudessa
1. Harvemmin
0. Ei osaa sanoa

NE, JOILLA KÄYTÖSSÄ INTERNETYHTEYS

8. Mihin seuraavista tarkoituksista käytätte internetiä MULTI

- 1 Kunnallisiin palveluihin (kirjastopalvelut, ym virastot/ palvelut)
- 2 Sähköpostin lähettämiseen ja vastaanottamiseen
- 3 Chat / IRC -keskusteluihin
- 4 Internetpueluihin
- 5 Ohjelmien ja tiedostojen hankkimiseen
- 6 Etätöihin
- 7 Nettiosaksiin
- 8 Surffailuun huvia vuoksi
- 9 Tiedon etsintään hakupalvella
- 10 Uutisryhmien/Newsien seuraamiseen
- 11 Pankkipalveluihin
- 12 Verkon kautta tapahtuvaan opiskelemiseen

NE, JOILLA KÄYTÖSSÄ INTERNETYHTEYS

9. Oletteko käynyt Tampereen kaupungin Internet-sivuilla?

1. Kyllä
2. Ei
- 3 (EOS)

JOS KÄYNYT TAMPEREEN KAUPUNGIN INTERNET-SIVUILLA

10. Miten usein olette käynyt Tampereen kaupungin internet sivuilla? LUETTELE

6. Päivittäin tai lähes päivittäin (väh. 20 pv/kk)
5. n. 3-4 päivänä viikossa
4. n. 1-2 päivänä viikossa
3. 2-3 kertaa kuukaudessa
2. Noin kerran kuukaudessa
1. Harvemmin
0. Ei osaa sanoa

NE, JOILLA KÄYTÖSSÄ INTERNETYHTEYS

11. Kuinka kiinnostunut olette seuraavien asioiden/tietojen saamisesta kaupungin verkkopalveluista asteikolla 4 -1, jossa

- 4 = erittäin kiinnostunut
3 = melko kiinnostunut
2 = en kovin kiinnostunut
1 = en lainkaan kiinnostunut
- asiat:** ROTATOIDAAN
elämyksiä ja viihdettä
asiointipalveluja (lomakkeita yms)
tietoja päätöksistä
tietoja tapahtumista
osallistumisen mahdollisuuksia

KAIKILLE

12. Pitäisikö kaupungin keskittyä tällä hetkellä palveluidensa kehittämiseen ensisijaisesti..?

LUETTELE 1-4 SINGLE

- 1 Perinteisissä palvelu-/toimipisteissä
- 2 Yhteispalvelupisteissä
- 3 Puhelinpalveluissa
- 4 Internetissä
- 5 Ei osaa sanoa

KAIKILLE

13. Tarvitsetteko tietokoneisiin tai tietoverkkoihin liittyvää koulutusta?

1. Kyllä
2. Ei
3. EOS

JOS KYLLÄ KYS 13

14. Millaista koulutusta kaipaatte? AVOIN

KAIKILLE

15. Oletteko kuullut eTampere-ohjelmasta?

1. Kyllä
2. Ei
3. EOS

JOS KYLLÄ KYS 15

16. Mitä eTampere-ohjelma on tuonut elämäänne? AVOIN

JOS KYLLÄ KYS 15

17. Mitä uskotte tai toivotte eTampere-ohjelman tuovan omaan elämäänne? AVOIN

Taustakysymykset

Ammatti

- 1 Maatalousväestö
- 2 Työväestö
- 3 Toimihenkilö
- 4 Johtava asema
- 5 Itsenäinen yrittäjä
- 6 Kotirouva
- 7 Opiskelija/koululainen
- 8 Eläkeläinen
- 9 Työtön
- 10 Muu

Koulutus

- 1 perus/kansakoulu
- 2 ammatti /tekninen/kauppakoulu
- 3 ylioppilas
- 4 Opistotaso/ammattikorkeakoulu
- 5 Yliopisto/korkeakoulu

Millainen on taloutenne? LUETTELE

1. Yksinäistalous
2. Lapseton pari
3. Muu aikuistalous (vain yli 18 vuotiaita)
4. Lapsiperhe

Montako henkilöä perheeseen kuuluu Te itse mukaan lukien?
